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10/667,614	09/22/2003	Kim Annon Ryal	SNY-T5503.01	1173
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2500 DOCKER			SCHNURR, JOHN R	
RALEIGH, NC 27606		•	ART UNIT	PAPER NUMBER
		•	2623	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

· · · · · · · · · · · · · · · · · · ·						
	Application No.	Applicant(s)				
	10/667,614	RYAL, KIM ANNON				
Office Action Summary	Examiner	Art Unit				
	John R. Schnurr	2623				
The MAILING DATE of this communication appears on the cover sheet with the correspondence address Period for Reply						
A SHORTENED STATUTORY PERIOD FOR REPLY WHICHEVER IS LONGER, FROM THE MAILING DA - Extensions of time may be available under the provisions of 37 CFR 1.13 after SIX (6) MONTHS from the mailing date of this communication. - If NO period for reply is specified above, the maximum statutory period v - Failure to reply within the set or extended period for reply will, by statute, Any reply received by the Office later than three months after the mailing earned patent term adjustment. See 37 CFR 1.704(b).	ATE OF THIS COMMUNICATION 36(a). In no event, however, may a reply be tir will apply and will expire SIX (6) MONTHS from the cause the application to become ABANDONE	N. nely filed the mailing date of this communication. (D. (35 U.S.C. § 133).				
Status						
1) Responsive to communication(s) filed on 22 Se	eptember 2003.					
2a) This action is FINAL . 2b) ⊠ This	This action is FINAL . 2b)⊠ This action is non-final.					
·	Since this application is in condition for allowance except for formal matters, prosecution as to the merits is					
closed in accordance with the practice under Ex parte Quayle, 1935 C.D. 11, 453 O.G. 213.						
Disposition of Claims	•					
4) ☐ Claim(s) 1-77 is/are pending in the application. 4a) Of the above claim(s) is/are withdray 5) ☐ Claim(s) is/are allowed. 6) ☐ Claim(s) 1-77 is/are rejected. 7) ☐ Claim(s) is/are objected to. 8) ☐ Claim(s) are subject to restriction and/o	wn from consideration.					
Application Papers						
9) The specification is objected to by the Examiner.						
10)⊠ The drawing(s) filed on <u>22 September 2003</u> is/are: a)⊠ accepted or b) objected to by the Examiner.						
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).						
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d). 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.						
Priority under 35 U.S.C. § 119		·				
 12) Acknowledgment is made of a claim for foreign a) All b) Some * c) None of: 1. Certified copies of the priority document 2. Certified copies of the priority document 3. Copies of the certified copies of the priority document * See the attached detailed Office action for a list 	s have been received. s have been received in Applicat rity documents have been receiv u (PCT Rule 17.2(a)).	ion No ed in this National Stage				
Attachment(s)	_					
 Notice of References Cited (PTO-892) Notice of Draftsperson's Patent Drawing Review (PTO-948) Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date <u>See Continuation Sheet</u>. 	4) Interview Summary Paper No(s)/Mail D 5) Notice of Informal I 6) Other:	Pate				

Continuation Sheet (PTOL-326)

Continuation of Attachment(s) 3). Information Disclosure Statement(s) (PTO/SB/08), Paper No(s)/Mail Date :06/29/2007, 05/17/2007, 02/09/2007, 10/30/2006, 07/24/2006, 04/25/2006, 01/30/2006, 10/28/2005, 07/29/2005, 06/02/2005, 03/15/2005, 11/03/2004, 09/22/2003.

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DETAILED ACTION

This Office Action is in response to Application No. 10/667,614 filed 09/22/2003.
 Claims 1-77 are pending and have been examined.

2. The information disclosure statements (IDS) submitted on 06/29/2007, 05/17/2007, 02/09/2007, 10/30/2006, 07/24/2006, 04/25/2006, 01/30/2006, 10/28/2005, 07/29/2005, 06/02/2005, 03/15/2005, 11/03/2004, 09/22/2003 were considered by the examiner.

Claim Rejections - 35 USC § 101

3. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claims **63-67** is rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter. A data signal does not fall into any of the statutory categories (process, machine, manufacture, or composition of matter). Furthermore, the claim does not provide a practical application for the data signal such as a physical transformation or producing a useful, concrete and tangible result.

Claim Rejections - 35 USC § 102

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States

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only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

5. Claims 1, 4-14, 17-26, 29-38, 51, 54-63, 65, 66-68, 70-72, 73 and 75-77 are rejected under 35 U.S.C. 102(e) as being anticipated by **Durden et al. (US Patent Application Publication 2004/0261099)**, herein Durden.

Consider **claim 1**, Durden clearly teaches a method of modifying content, comprising:

determining that the content has a content rating which is greater than a specified content rating limit; (Figs. 4 and 5: Blocking processor 66 compares the program rating 46 with rating values in the user profile 35, [0103])

identifying at least one segment of the content to be replaced; (Each video segment has an associated rating, [0044]. If the segment rating exceeds the user rating the content maybe replaced, [0103] and [0111])

obtaining at least one segment of replacement content to substitute for the segment content to be replaced, wherein the replacement content meets criteria for a content rating which is no greater than the specified content rating limit; (Alternate content can be obtained from many sources and may be any rating value, [0111])

replacing the at least one segment of content to be replaced with the at least one segment of replacement content. ([0111])

Consider claim 4, Durden clearly teaches the obtaining is carried out by a download from the Internet. (Fig. 1: Alternate content may be provided from transmission facility 12, [0111], which may utilize the internet, [0042].)

Consider **claim 5**, Durden clearly teaches the obtaining is carried out by retrieving the replacement content from a computer readable storage medium. **([0110])**

Consider claim 6, Durden clearly teaches the at least one segment of replacement content contains time stamps that define a start time and a stop time for replacement of each of the at least one segment of replacement content for the at least one segment of content to be replaced. (Table III Example of Program Data 36)

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Consider claim 7, Durden clearly teaches the time stamps are carried in an MPEG adaptation field ([0052]) and wherein the substitution is carried out using an MPEG splice function. (The content may be transmitted in MPEG format, [0041] and [0052], and the content and alternate content is spliced together, [0111].)

Consider claim 8, Durden clearly teaches the specified content rating limit is obtained from entries made by a user. (Fig. 6 Presentation profile 35, [0086]-[0097])

Consider claim 9, Durden clearly teaches the specified content rating limit comprises a stored value established as part of a content entitlement package. ([0086]-[0097])

Consider claim 10, Durden clearly teaches the method according to claim 1, carried out in a content decoding device. ([0035] and [0043])

Consider claim 11, Durden clearly teaches the method according to claim 1, carried out in a television set-top box. ([0035] and [0043])

Consider **claim 12**, Durden clearly teaches the replacement content contains video which is blanked, censored or re-framed to produce a lower rating, and wherein the replacement content contains audio which is blanked, over-dubbed or censored by masking with a sound. ([0104]-[0106])

Consider claim 13, Durden clearly teaches a computer readable storage medium storing instructions which, when executed on a programmed processor, carry out a process of modifying content according to claim 1. (Fig. 5 Control processor 68, [0099])

Consider **claim 14**, Durden clearly teaches a method of modifying content, comprising:

determining that the content has a content rating which is greater than a specified content rating limit; (Figs. 4 and 5: Blocking processor 66 compares the program rating 46 with rating values in the user profile 35, [0103])

determining if a filter is available for the content; if a filter is not available for the content, blocking the content; (Table III: Program data 36 may contain program control data, [0079], or may not contain program control data, [0078].)

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if a filter is available for the content:

identifying at least one segment of the content to be replaced; (Each video segment has an associated rating, [0044]. If the segment rating exceeds the user rating the content maybe replaced, [0103] and [0111])

obtaining at least one segment of replacement content to substitute for the segment content to be replaced, wherein the replacement content meets criteria for a content rating which is no greater than the specified content rating limit; (Alternate content can be obtained from many sources and may be any rating value, [0111])

replacing the at least one segment of content to be replaced with the at least one segment of replacement content. ([0111])

Consider claim 17, see claim 4.

Consider claim 18, see claim 5.

Consider claim 19, see claim 6.

Consider claim 20, see claim 7.

Consider claim 21, see claim 8.

Consider claim 22, see claim 9.

Consider claim 23, see claim 11.

Consider claim 24, see claim 10.

Consider claim 25, see claim 13.

Consider **claim 26**, Durden clearly teaches a method of modifying content, comprising:

determining that the content has a content rating which is greater than a specified content rating limit; (Figs. 4 and 5: Blocking processor 66 compares the program rating 46 with rating values in the user profile 35, [0103])

identifying at least one segment of the content to be replaced by retrieving a filter for the content, (Table III: Program data 36 is

retrieved and identifies content to be replaced, [0103] and [0111].) wherein the filter specifies a location for each of the at least one segment of content; (Transmission facility 36 includes in the control data information on where to find the alternate content, [0111].)

obtaining a segment of replacement content corresponding to each segment of content to be replaced, wherein the replacement content meets criteria for a content rating no greater than the specified content rating; (Alternate content can be obtained from many sources and may be any rating value, [0111])

replacing each segment of content to be replaced with the corresponding segment of replacement content. ([0111])

Consider claim 29, see claim 4.

Consider claim 30, see claim 5.

Consider claim 31, see claim 6.

Consider claim 32, see claim 7.

Consider claim 33, see claim 8.

Consider claim 34, see claim 9.

Consider claim 35, see claim 11.

Consider claim 36, see claim 10.

Consider claim 37, see claim 12.

Consider claim 38, see claim 13.

Consider **claim 51**, Durden clearly teaches a content decoding device, comprising:

a comparing circuit that compares a content rating of the content with a specified content rating limit; (Figs. 4 and 5: Blocking processor 66 compares the program rating 46 with rating values in the user profile 35, [0103])

a filter that identifies a location in the content of at least one segment of the content to be replaced; (Each video segment has an associated

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rating, [0044]. If the segment rating exceeds the user rating the content maybe replaced, [0103] and [0111])

a content replacer that replaces the at least one segment of content to be replaced with at least one segment of replacement content, wherein the replacement content meets criteria for a content rating which is no greater than the specified content rating limit. (Alternate content can be obtained from many sources and may be any rating value, [0111])

Consider claim 54, see claim 6.

Consider claim 56, see claim 4.

Consider claim 55, see claim 7.

Consider claim 57, see claim 5.

Consider claim 58, see claim 8.

Consider claim 59, see claim 9.

Consider claim 60, Durden clearly teaches a content player device supplying the content. (Fig. 1 Video server 20, [0042])

Consider claim 61, Durden clearly teaches a receiver that receives the content from one of a satellite television distribution network and a cable system distribution network. ([0041]-[0042])

Consider claim 62, see claim 11.

Consider claim 63, Durden clearly teaches a data signal, comprising:

a segment of replacement content for use in replacing main content, (Alternate content, [0111]) wherein the main content has a specified content rating (Rating 46, [0061]) and wherein the segment of replacement content meets criteria for a lower content rating; (Alternate content can be obtained from many sources and may be any rating value, [0111])

filter data identifying a segment of main content for which the segment of replacement content replaces. (Table III Program data 36)

Consider claim 65, see claim 5.

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Consider claim 66, see claim 6.

Consider claim 67, see claim 7.

Consider **claim 68**, Durden clearly teaches a method of producing replacement content for replacement of segments of main content, comprising:

generating segments of replacement content corresponding to segments of main content, wherein the segments of replacement content meet criteria for a lower content rating than that of the main content; ([0111])

generating filter data that identifies starting points and stopping points in the main content for substitution of the segments of replacement content for the main content; (Table III Program data 36)

storing the filter data and the segments of replacement content as one or more computer readable data. (Program data 36 may be stored in memory, [0055]. Alternate content may be stored at the transmission facility 12, [0111].)

Consider claim 70, see claim 6.

Consider claim 71, see claim 7.

Consider claim 72, see claim 12.

Consider **claim 73**, Durden clearly teaches a method of producing replacement content for replacement of segments of main content, comprising:

generating segments of replacement content corresponding to segments of main content, wherein the segments of replacement content meet criteria for a lower content rating than that of the main content; ([0111])

generating filter data that identifies starting points and stopping points in the main content for substitution of the segments of replacement content for the main content; (Table III Program data 36)

transmitting the filter data and the segments of replacement content to a remotely located decoding device. (Program data 36 and the alternate content is transmitted to the remote program viewers, [0045] and [0111].)

Consider claim 75, see claim 6.

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Consider claim 76, see claim 7.

Consider claim 77, see claim 12.

Claim Rejections - 35 USC § 103

- 6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:
 - (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.
- 7. Claims 2, 15, 27, 39, 41-49, 52, 64, 69 and 74 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Durden et al. (US Patent Application Publication 2004/0261099)** in view of MPEG-2 Digital Broadcast Pocket Guide.

Consider claim 2, Durden clearly teaches transmitting digital programming ([0041]) including MPEG encoded programming. ([0052]) Durden further teaches that the content and alternate content are transmitted as separate streams within a channel. ([0111])

However, Durden does not explicitly teach wherein the content is identified by a first PID and the replacement content is identified by a second PID.

In an analogous art MPEG-2 Digital Broadcast Pocket Guide, which discloses details of the MPEg-2 standard, clearly teaches identifying programs in a transport stream using PIDs. (The PMT lists the unique PID that identifies each program, page 16 paragraphs 1-2.)

Therefore, at the time the invention was made, it would have been obvious to one with ordinary skill in the art to modify the system of Durden by identifying the content and alternate content using PIDs, as taught by MPEG-2 Digital Broadcast Pocket Guide, for the benefit of utilizing established standards of video distribution.

Consider claim 15, see claim 2.

Consider claim 27, see claim 2.

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Consider **claim 39**, Durden clearly teaches a method of modifying content, comprising:

obtaining a content rating for the content; ([0045])

obtaining a specified content rating limit; (Rating/content attributes 48, [0103])

determining that the content has a content rating which is greater than the specified content rating limit; (Figs. 4 and 5: Blocking processor 66 compares the program rating 46 with rating values in the user profile 35, [0103])

identifying a plurality of segments of the content to be replaced by retrieving a filter for the content, (Table III: Program data 36 is retrieved and identifies content to be replaced, [0103] and [0111].) wherein the filter specifies a location for each of the segments of content; (Transmission facility 36 includes in the control data information on where to find the alternate content, [0111].)

obtaining a plurality of segments of replacement content corresponding to the plurality of segments of content to be replaced, wherein the segments of replacement content each meet criteria for having a content rating no greater than the specified content rating, (Alternate content can be obtained from many sources and may be any rating value, [0111])

replacing each of the plurality of segments of content to be replaced with the corresponding segments of replacement content. ([0111])

Durden further teaches transmitting digital programming ([0041]) including MPEG encoded programming ([0052]) and that the content and alternate content are transmitted as separate streams within a channel. ([0111])

However, Durden does not explicitly teach wherein the content is identified by a first PID and the replacement content is identified by a second PID.

In an analogous art MPEG-2 Digital Broadcast Pocket Guide, which discloses details of the MPEg-2 standard, clearly teaches identifying programs in a transport stream using PIDs. (The PMT lists the unique PID that identifies each program, page 16 paragraphs 1-2.)

Therefore, at the time the invention was made, it would have been obvious to one with ordinary skill in the art to modify the system of Durden by identifying the

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content and alternate content using PIDs, as taught by MPEG-2 Digital Broadcast Pocket Guide, for the benefit of utilizing established standards of video distribution.

Consider claim 41, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches the obtaining is carried out by a download from the Internet. (Fig. 1: Alternate content may be provided from transmission facility 12, [0111], which may utilize the internet, [0042].)

Consider **claim 42**, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches the obtaining is carried out by retrieving the replacement content from a computer readable storage medium. **([0110])**

Consider claim 43, Durden clearly teaches the specified content rating limit is obtained from entries made by a user. (Fig. 6 Presentation profile 35, [0086]-[0097])

Consider claim 44, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches the specified content rating limit comprises a stored value established as part of a content entitlement package. ([0086]-[0097])

Consider claim 45, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches the at least one segment of replacement content contains time stamps that define a start time and a stop time for replacement of each of the at least one segment of replacement content for the at least one segment of content to be replaced. (Table III Example of Program Data 36)

Consider claim 46, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches the time stamps are carried in an MPEG adaptation field ([0052]) and wherein the substitution is carried out using an MPEG splice function. (The content may be transmitted in MPEG format, [0041] and [0052], and the content and alternate content is spliced together, [0111].)

Consider claim 47, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches the method according to claim 39, carried out in a television set-top box. ([0035] and [0043])

Consider **claim 48**, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches the method according to claim 39, carried out in a content decoding device. **([0035] and [0043])**

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Consider claim 49, Durden combined with MPEG-2 Digital Broadcast Pocket Guide, as in claim 39, clearly teaches a computer readable storage medium storing instructions which, when executed on a programmed processor, carry out a process of modifying content according to claim 39. (Fig. 5 Control processor 68, [0099])

Consider claim 52, see claim 2.

Consider claim 64, see claim 2.

Consider claim 69, see claim 2.

Consider claim 74, see claim 2.

8. Claims 3, 16, 28, 40, 50 and 53 are rejected under 35 U.S.C. 103(a) as being unpatentable over Durden et al. (US Patent Application Publication 2004/0261099) in view of MPEG-2 Digital Broadcast Pocket Guide, as applied to claims 215, 27, 52, 64, 69 and 74 above, and further in view of Forecast et al. (US Patent 7,096,481), herein Forecast.

Consider **claim 3**, Durden in view of MPEG-2 Digital Broadcast Pocket Guide, as applied to claim 2, clearly teaches the use of PIDs to identify content. Durden further teaches splicing alternate content into a video stream. **([0111])**

However, Durden in view of MPEG-2 Digital Broadcast Pocket Guide, as applied to claim 2, does not explicitly teach mapping the segment of replacement content from the second PID to the first PID.

In an analogous art Forecast, which discloses a system for Splicing MPEG video, clearly teaches mapping the segment of replacement content from the second PID to the first PID. (column 22 lines 43-46)

Therefore, at the time the invention was made, it would have been obvious to one with ordinary skill in the art to modify the system of Durden in view of MPEG-2 Digital Broadcast Pocket Guide by mapping the segment of replacement content from the second PID to the first PID, as taught by Forecast, for the benefit of ensuring the continuity of the streams at the splice point (column 22 lines 39-41 Forecast).

Consider claim 16, see claim 3.

Consider claim 28, see claim 3.

Consider claim 40, see claim 3.

Consider **claim 50**, Durden clearly teaches a method of modifying content in a television set-top box, comprising:

obtaining a content rating for the content; ([0045])

obtaining a specified content rating limit from a stored value; (Rating/content attributes 48, [0103])

determining that the content has a content rating which is greater than a specified content rating limit; (Figs. 4 and 5: Blocking processor 66 compares the program rating 46 with rating values in the user profile 35, [0103])

determining if a filter is available for the content; (Table III: Program data 36 may contain program control data, [0079], or may not contain program control data, [0078].)

if a filter is not available for the content, blocking the content; ([0078])

if a filter is available for the content:

downloading the filter; (Program data 36 may be downloaded, [0051])

using the filter to identify at least one segment of the content to be replaced; (Each video segment has an associated rating, [0044]. If the segment rating exceeds the user rating the content maybe replaced, [0103] and [0111])

downloading at least one segment of replacement content to substitute for the segment content to be replaced, wherein the replacement content meets criteria for a content rating which is no greater than the specified content rating limit, (Alternate content can be obtained from many sources and may be any rating value, [0111])

wherein the at least one segment of replacement content contains time stamps that define a start time and a stop time for replacement of each of the at least one segment of replacement content for the at least one segment of content to be replaced (Table III Example of Program Data

36) and wherein the time stamps are carried in an MPEG adaptation field; ([0052])

replacing the at least one segment of content to be replaced with the at least one segment of replacement content, ([0111]) wherein the replacing is carried out using an MPEG splice function; (The content may be transmitted in MPEG format, [0041] and [0052], and the content and alternate content is spliced together, [0111].)

Durden further teaches transmitting digital programming ([0041]) including MPEG encoded programming ([0052]) and that the content and alternate content are transmitted as separate streams within a channel. ([0111])

However, Durden does not explicitly teach wherein the content is identified by a first PID and the replacement content is identified by a second PID.

In an analogous art MPEG-2 Digital Broadcast Pocket Guide, which discloses details of the MPEg-2 standard, clearly teaches identifying programs in a transport stream using PIDs. (The PMT lists the unique PID that identifies each program, page 16 paragraphs 1-2.)

Therefore, at the time the invention was made, it would have been obvious to one with ordinary skill in the art to modify the system of Durden by identifying the content and alternate content using PIDs, as taught by MPEG-2 Digital Broadcast Pocket Guide, for the benefit of utilizing established standards of video distribution.

Durden in view of MPEG-2 Digital Broadcast Pocket Guide further teaches the use of PIDs to identify content and splicing alternate content into a video stream. ([0111])

However, Durden in view of MPEG-2 Digital Broadcast Pocket Guide does not explicitly teach mapping the segment of replacement content from the second PID to the first PID.

In an analogous art Forecast, which discloses a system for Splicing MPEG video, clearly teaches mapping the segment of replacement content from the second PID to the first PID. (column 22 lines 43-46)

Therefore, at the time the invention was made, it would have been obvious to one with ordinary skill in the art to modify the system of Durden in view of MPEG-2 Digital Broadcast Pocket Guide by mapping the segment of replacement content from the second PID to the first PID, as taught by Forecast, for the

benefit of ensuring the continuity of the streams at the splice point (column 22 lines 39-41 Forecast).

Consider claim 53, see claim 3.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to John R. Schnurr whose telephone number is (571) 270-1458. The examiner can normally be reached on Monday - Friday, 7:30am to 5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Christopher Grant can be reached on (571) 272-7294. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

JRS

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